

Wisconsin Department of Safety and Professional Services

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Website: <http://dsps.wi.gov>

DIVISION OF PROFESSIONAL CREDENTIALING PROCESSING

ONLINE LICENSURE APPLICATION SYSTEM (OLAS)

APPLICANTS FREQUENTLY ASKED QUESTIONS

Q: What do I need to complete the online application process?

A: To complete the application process, you will need the following information:

1. A DOA/Wisconsin Logon and Password

- The DOA/Wisconsin Logon Management System allows authorized individuals to access the Online Licensure Application System (OLAS) using a single ID and password. Your DOA/Wisconsin logon and password verifies your identity so that we can provide you with access to your information and services, and prevent access by unauthorized individuals.
- During the self registration process, please select the 'OLAS Applicant (Department of Safety and Professional Services)' system.
- For further information on the DOA/Wisconsin Logon Management System, please visit <https://register.wisconsin.gov/accountmanagement/default.aspx>.

2. Your Personal Information

- Full Name, Email Address, Mailing Address, Social Security Number, Birth Date, Contact Phone Number, Certification of Legal Status
- NOTE: your personal information will only be used for the purpose of contacting you with any issues regarding your application fulfillment.

3. Licensure Information

- Licensure questions vary depending on the type of credential for which you are applying. Refer to the DSPS website for complete licensure requirements: <http://dsps.wi.gov/Home>
- NOTE: You are responsible for providing accurate information. Incorrect information may delay application fulfillment.

4. An Accepted Method of Payment:

- ACH (Checking/Savings Account), Bank Routing Number, Bank Account Number, Account Type (Checking or Savings), Name and Contact Information of the Account Holder
- Credit/Debit Card, Type of Card (Visa, MasterCard, Discover or American Express), Credit/Debit Card Number, Expiration Date, Three-Digit Security Code, Billing Address, Contact Information

Q: How long does it take to process my OLAS application once I have completed the online process?

A: Standard processing time is 7-10 business days. During peak volume times, processing can increase up to 15 business days. If you would like more information on the application process, please visit the website <http://dsps.wi.gov/Default.aspx?Page=1521432d-dddd-4dd9-9cff-c7f79d47c58b>.

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Q: I am having trouble completing the payment process through US Bank. Who should I contact?

A: If you have any issues or questions regarding the US Bank payment process, please contact the Department of Safety and Professional Services at 608-266-2112 or DSPSOLAS@wisconsin.gov.

If you receive an error message or are unsure of whether your payment was processed or not, please view your Online Checklist after one business day to see if the requirement has been met.

Please check your bank or credit card statement prior to submitting a duplicate payment and direct inquiries to DSPSOLAS@wi.gov if there is no record of your payment.

Q: I haven't received any emails from OLAS. What do I do?

A: Check your spam folder as emails may be automatically marked as spam. If you cannot find any emails from OLAS, contact the Department of Safety and Professional Services at 608-266-2112 or DSPSOLAS@wisconsin.gov.